

**Office of Science (SC) Customer Information Advisory Group (CIAG)**  
**Meeting Summary**  
**November 12, 2003**

**Agenda**

- Previous Action Items (Rice)
- Support Center Items (Baker)
- Performance Measures (Griffin)
- Customer Survey Results (Griffin)
- Review of Meeting with Dr. Orbach (Griffin)

**Action Items**

Previous Action Items	Status
None	

New Actions from the November 12 Meeting	Assigned To
None	

**Previous Action Items (P. Rice)**

Pat Rice noted that there are no outstanding action items.

**Support Center Items (B. Baker)**

The Outlook Exchange User List was provided. In addition, Brent Baker noted that a regular maintenance outage is pending for Saturday, November 15. It was originally scheduled for last weekend but was postponed at the request of the front office. Baker explained that an e-mail would be sent to everyone announcing the outage once the schedule is confirmed.

**October Performance Measures (T. Griffin)**

Ted Griffin updated the performance measures provided at the November 5 meeting, noting that more accurate numbers have been inserted for measures 3 and 5, thus bringing the overall customer satisfaction to 87% for FY03. He also announced that based on the current customer survey results, satisfaction with the quality of new IM services added in FY03 was 82% and satisfaction with standard existing services was 89%. Griffin pointed out that both numbers were up from FY '02.

**Customer Survey Results (T. Griffin)**

In addition to the satisfaction ratings noted in the previous paragraph, points of interest from the customer survey highlighted by Griffin included the following:

- There was a 20% response to the survey, up from 17% last year. There were 56 total responses.
- There were more positive comments in the survey responses than before. Scores ranged from 4.09 to 4.45. The low of 4.09 was an improvement over last year's low of 3.46.
- There was a higher satisfaction with current IM services than new, but satisfaction for new services eclipsed 80%.

Griffin also mentioned the continuing work to improve service provided by the help desk, both internally and from the perspective of the customer.

**Review of Meeting with Dr. Orbach (T. Griffin)**

Ted Griffin summarized the November 6, 2003 meeting with Dr. Orbach, noting that:

- Attendees included Walt Polansky, Jeff Salmon and John Metzler.

- Dr. Orbach approved and signed the FY '04 – '08 Strategic Plan. Griffin was asked to by Dr. Orbach to review the current list of products and services.
- At the request of Dr. Orbach, research will be done to upgrade the video conference rooms with state of the art equipment.
- Dr. Orbach also requested that available budget systems be researched over the next year for possible implementation. Dr. Orbach indicated that, to facilitate more effective planning and management, he would like to have direct access to a budget system for both the AD/ODs and himself. He asked Griffin to research existing budget systems and report back on options this fiscal year. Griffin mentioned that customers and the AD/ODs would be included in the research and recommendation process.
- The CIO infrastructure connection between Germantown and Forrestal also was discussed due to concern over multiple outages over many months. Dr. Orbach was presented with two options to become independent of the CIO. The first was to ask the CIO to turn over control of the OC3 line connecting SC staff at FORS to Germantown so that SC could make necessary changes and improvements to the line. The second was to duplicate the line to provide improved service. The response from Dr. Orbach was to try option one first, then move to option two. Griffin informed the group that a note had already been sent to the CIO to ask that control of the line be turned over to SC.
- Dr. Orbach also asked for a recommendation as to what IT would need to be put into place to support OneSC.
- Griffin outlined a final request by Dr. Orbach, although he noted it was not discussed as part of the November 6 meeting. The request was to provide video streaming to the desktop at the front office in FORS. Griffin explained that if this project is successful (in terms of quality and cost) the same capability may be made more broadly available at SC HQ.

### **Miscellaneous Items (P. Rice)**

- Pat Rice explained that a schedule of briefings for the CIAG on FY04 products and services would be developed keep everyone up to speed.
- The CIAG agreed to cancel the November 19 meeting.

Name		Organization		Contact Information
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